

To:

All Providers

HMOs and Other  
Managed Care  
Programs

## Medicaid Basic Training Offered

Wisconsin Medicaid is conducting Medicaid Basic Training in November for new providers or new staff who need to increase their basic knowledge of the Medicaid program. Attendees will obtain general, all-provider information but will not receive service-specific billing and policy information. More experienced providers and staff should call Provider Services or their professional relations representative with specific questions regarding the Medicaid program and with issues regarding specific claims.

Registration is required; however, Wisconsin Medicaid does not charge a fee for attending. Seating is limited so providers should register early.

### Medicaid Basic Training

Medicaid Basic Training offers new providers and new staff the opportunity to increase their basic knowledge of the Medicaid program. Training sessions will be held at four locations in November 2004. Refer to the Attachment of this *Wisconsin Medicaid and BadgerCare Update* for locations, dates, and times.

Wisconsin Medicaid offers training sessions at various locations within the state throughout the year. Watch *Updates* and Remittance and Status (R/S) Reports for information about future training sessions.

Medicaid Basic Training is intended to supply new providers and new staff with general, all-

provider information. This training is not intended for experienced providers or staff. The agenda, which is the same for all sessions, includes the following topics:

- Eligibility and the Forward Card.
- Other insurance codes.
- Medicare disclaimer codes and crossover claims.
- Claims submission and claims adjustments.
- The R/S Report.

Experienced providers and staff should call Provider Services or their professional relations representative with specific questions regarding the Medicaid program and with issues regarding specific claims. Refer to the Provider Resources section of the All-Provider Handbook for information about when it is appropriate to use these various resources. Refer to the Medicaid Web site at [dhfs.wisconsin.gov/medicaid/](http://dhfs.wisconsin.gov/medicaid/) for a list of professional relations representatives.

### Attending Training Sessions

It is important that providers bring a copy of the All-Provider Handbook to the training session. All certified providers have received a copy of this handbook. Providers who would like to receive an additional copy may either download and print it from the Medicaid Web site at [dhfs.wisconsin.gov/medicaid/](http://dhfs.wisconsin.gov/medicaid/) or call Provider Services at (800) 947-9627 or (608) 221-9883

to purchase a copy. Providers are reminded that meeting room temperatures vary; providers are encouraged to wear layered clothing. Coffee and tea will be provided. Providers should feel free to bring a snack.

## Registration

Providers are required to register online or by telephone for these training sessions; however, Wisconsin Medicaid does not charge a fee for attending. Providers with Internet access are strongly encouraged to use online registration. Seating is limited, so providers should register early.

### *Online Registration*

Providers may register online by going to the Medicaid Web site at [dhfs.wisconsin.gov/medicaid/](http://dhfs.wisconsin.gov/medicaid/). Providers may access the registration form by choosing the “What’s New!” link or the “Providers” link from the Medicaid home page.

All fields on the online registration form are required. Once the form is completed, select “Register.” Registrants will receive a training session confirmation number that they should keep for their records.

### *Telephone Registration*

Providers may also register by calling Provider Services at (800) 947-9627 or (608) 221-9883. Registrants will receive a training session confirmation number that they should keep for their records.

## Questions Regarding Registration

If a provider has questions about registration or is unable to attend a training session for which registration has been confirmed, the provider should call Provider Services. The provider should have his or her confirmation number available so the telephone correspondent can easily access the registration information.

## Information Regarding Medicaid HMOs

This training will focus on Medicaid fee-for-service policy and will apply to providers of services to recipients on fee-for-service Medicaid only. For Medicaid HMO or managed care information, contact the appropriate managed care organization. Wisconsin Medicaid HMOs are required to provide at least the same benefits as those provided under fee-for-service arrangements.

The *Wisconsin Medicaid and BadgerCare Update* is the first source of program policy and billing information for providers.

Although the *Update* refers to Medicaid recipients, all information applies to BadgerCare recipients also.

Wisconsin Medicaid and BadgerCare are administered by the Division of Health Care Financing, Wisconsin Department of Health and Family Services, P.O. Box 309, Madison, WI 53701-0309.

For questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our Web site at [dhfs.wisconsin.gov/medicaid/](http://dhfs.wisconsin.gov/medicaid/).

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# ATTACHMENT

## 2004 Medicaid Basic Training Schedule

The following table lists the locations, dates, and times of the Medicaid Basic Training sessions. To register for the trainings, go to the Medicaid Web site at [dhfs.wisconsin.gov/medicaid/](http://dhfs.wisconsin.gov/medicaid/) or call Provider Services at (800) 947-9627 or (608) 221-9883.

Location	Date and Time
Holiday Inn — East 3841 E Washington Ave <b>Madison</b> WI 53704 (608) 244-2481	November 2, 2004 Check in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 11:45 a.m.
Four Points Sheraton — Airport 4747 S Howell Ave <b>Milwaukee</b> WI 53207 (414) 615-8000	November 4, 2004 Check in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 11:45 a.m.
The Plaza 1202 W Clairemont Ave <b>Eau Claire</b> WI 54701 (715) 834-3181	November 9, 2004 Check in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 11:45 a.m.
Regency Suites 333 Main St <b>Green Bay</b> WI 54301 (920) 432-4555	November 11, 2004 Check in — 8:30 a.m. to 9:00 a.m. Training — 9:00 a.m. to 11:45 a.m.